

Department of Early Learning

10.1.5

Emergent On-Call Response Procedure

1. DEL on-call staff are notified by Children's Administration (CA) Central Intake staff when an allegation presents imminent danger of harm to children in licensed child care facilities after normal business hours.
2. DEL on-call staff will collaborate with CA staff to determine the safety of children. If children are in imminent danger, DEL and CA staff will discuss a plan to protect children in child care.
3. The Assistant Service Manager (ASAM) or designee will determine a plan for licensing action; DEL on-call staff will propose the plan to the licensee and determine their willingness to implement the plan.
4. If a plan is not an option, or the licensee refuses to comply and implement the plan, DEL on-call staff will request that the licensee voluntarily close immediately until further notice.
5. DEL on-call staff will contact the supervisor and/or the ASAM or designee for that area to discuss potential licensing action. DEL and DLR/CPS staff will coordinate resources with law enforcement and CA to ensure all child care children are released to an authorized adult.
6. If the licensee refuses to voluntarily close, the ASAM or designee will coordinate with on-call staff and authorize local DEL licensing staff to suspend the license, following applicable statutory and regulatory procedures.
7. Licensors will reasonably attempt to notify parents as soon as possible, see 10.2.2 Summary Suspension Policy and Procedure.

Definitions

Imminent danger may include environmental or facility problems or incidents that are considered neglect if the condition remains and no steps are taken to correct the situation.